STATE OF TENNESSEE
REQUEST FOR INFORMATION (RFI) # 31703-03061
AUTOMATIC CALL DISTRIBUTION
June 7, 2011

A. INTENT

The State of Tennessee (State), Department of Finance and Administration, Office for Information Resources (OIR), issues this Request for Information for the purpose of seeking knowledge from the vendor community regarding. Network Carrier Hosted Automatic Call Distribution (ACD) services

Information provided will assist the State in understanding the current state of the marketplace, for hosted ACD services.

This market research is not a competition. The information obtained from responses submitted will be used only to improve the State's knowledge of carrier's capabilities. No evaluation of participating vendors will occur and your participation is not a promise of future business with the State. Responding or not responding to this RFI does not preclude the vendor from bidding on any future solicitations. Pricing information must NOT be submitted with your information packets. The State appreciates your cooperation and looks forward to a meaningful and productive collaborative market research effort.

The information gathered during the RFI is part of an ongoing procurement. The RFI responses will not be available until the open records period of the resulting RFP pursuant to Tennessee Code Annotated section 10-7-504(a)(7). Our hope is that this will encourage vendors to participate in the RFI process without fear that such participation will compromise their competitive position.

Should responses from this Request for Information generate additional questions from the State, all vendors responding to this request will receive the additional questions.

B. OVERVIEW

The State of Tennessee is looking to secure an agreement for Hosted Automatic Call Distribution (ACD) Services. The vendor will supply and own both the hardware platform and the network services (toll-free facilities) associated with the platform. The vendor will also provide disaster recovery service in both its hardware and network services. The vendor will also be able to switch termination points/agents for the calls if requested by the State

The agents will be State of Tennessee employees, who can be located anywhere. Agents may be located in State Offices working behind State provided telephone systems (Centrex or PBX systems). Agents may also be located in their personal residence.

C. FEATURE AVAILABILITY AND PRICING STRUCTURE

Please provide a brief description of how agents and supervisors connect to your platform, how calls are received and premise equipment required.

Please provide answers to the following questions, regarding your platform. Include availability and pricing structure for each question below. If there is no charge for a feature, but it is included in another feature, please name that feature. In responding to the questions below, please describe, in a general way only, what the fees are based on, and/or how the fees are applied, tiered, and/or assessed. DO NOT include any actual pricing information.

1.   Queuing

     a.   Are queuing and announcements available?

     b.   Are multiple queue announcements available (vs. a single delay announcement)?

     c.   Can a caller receive an average wait time announcement in queue?

     d.   Can callers opt out of the queue and leave a recording?

     e.   Can callers opt out of the queue, disconnect from the call, and have the system call them back when their location in the queue is soon to be connected with an agent?

2.   IVR/CTI

     a.   Are interfaces available to connect to State owned data bases (CTI) to provide screen pops?

     b.   Are IVR services available for caller interaction with State owned data bases?

3.   SUPERVISOR POSITIONS

     a.   Can supervisors view the following in real time:

         Callers in queue

         Average time in queue

         Longest time in queue

         Abandoned calls

         Average time to abandon

         Agent status

         Service observing

4.   AGENTS AND REPORTS

     a.   Is skill based routing/expert agent available?

     b.   Can calls be recorded?

     c.   Can recorded calls be stored for at least one year on the Host platform?

     d.   Can daily call performance reports be stored for at least one year on the Host platform?

     c.   Can hourly performance reports be stored for at least six months on the Host platform?

D. INSTRUCTIONS FOR RESPONDING

1.   To assist vendors in minimizing their costs in providing information on their technologies and services, the State prefers that market research information be submitted electronically to the point of contact's email listed in section D.2.

2.   Please feel free to contact the Department of Finance and Administration with any questions regarding this RFI. The point of contact is:

        Bob Watson
        Communications Systems Analyst
        Office for Information Resources
        Department of Finance and Administration
        312 Rosa Parks Blvd
        15th Floor
        Nashville, TN 37243
        Phone: 615-741-5180
        Fax: 615-741-4996
        Email: Robert.L.Watson@tn.gov

3.   Please provide your response by close of business, 4:30 p.m. CT, June 24, 2011.